

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2021-53-T

Application of Armstrong)	
Relocation Company, Charleston, LLC)	
for Sale, Transfer, or Lease of Class E)	
(Household Goods) Certificate of Public)	TESTIMONY OF MARK FITZGERALD
Convenience and Necessity No. 2977)	
from Dale J. Cook Moving and Storage,)	
Incorporated)	

1 **Q. Will you please state your name and business address.**

2 A. My name is Mark Fitzgerald and my business address is 7167 Cross County Rd., North
3 Charleston, SC 29418.

5 **Q. By whom are you employed and in what capacity?**

6 A. I am the Vice President of Armstrong Relocation Company, Charleston, LLC
7 ("Applicant" or "Company"). My duties with the Company include managing the sales
8 team and the customer service group. In addition, I am also employed by Armstrong
9 Transfer and Storage Co., Inc. d/b/a Armstrong Relocation Company ("Armstrong
10 Transfer"), based in Charlotte, NC. Armstrong Transfer holds a statewide certificate to
11 provide household goods moves from this Commission. My duties for Armstrong
12 Transfer include managing the sales team, the account department, and the customer
13 service group. Along with these duties, I'm currently a member of the Partner Advisory
14 Board at the Enterprise level for the 30 locations served by the "Armstrong Relocation"

1 group of companies.

2
3 **Q. Please explain the relationship between the Company, Armstrong Transfer, and the**
4 **“Armstrong Relocation” group of companies.**

5 A. “Armstrong Relocation” is the brand or “doing business as” name for various companies
6 that provide residential moving services, commercial moving services, and logistics &
7 warehousing services from facilities in 30 different locations. These facilities are located
8 in Alabama, California, Colorado, Delaware, Florida, Georgia, Illinois, Kentucky,
9 Louisiana, Mississippi, New Jersey, North Carolina, Ohio, Oklahoma, Pennsylvania,
10 Tennessee, Texas, and Wisconsin. These companies share some of the same owners, and
11 are managed by each office’s managing Partners.

12
13 **Q. What kind of oversight and support does Armstrong Relocation provide to its**
14 **various companies and locations?**

15 A. Armstrong Relocation’s corporate office is located in Memphis, TN. The office in
16 Memphis houses the Executive Leadership Team for the whole enterprise. Along with
17 the leadership team the Memphis office provides, central billing of interstate orders, HR,
18 insurance and safety programs for each location.

19
20 **Q. Please give a brief description of your background and experience in the household**
21 **goods business.**

22 A. I have worked in the household goods industry since 1998. During that time, I have
23 worked for Lawrence Transportation and Armstrong Relocation, both companies are

1 United Van Lines agents. During my time with both companies, I have held positions to
2 include helper, local dispatch, long distance dispatch, sales, vice president of sales and
3 vice president.
4

5 **Q. What is the purpose of your testimony?**

6 A. The purpose of my testimony is to present evidence describing the technical, managerial
7 and financial fitness of the Company to provide statewide household goods moving
8 services granted in the Class E Certificate of Public Convenience and Necessity No. 2977
9 (“Certificate”) originally issued to Dale J. Cook Moving and Storage, Inc. (“Cook”). In
10 addition, the purpose of my testimony is to show that the public interest will be served by
11 approval of the transfer of the Certificate from Cook to the Company.
12

13 **Q. Would you like to incorporate by reference any documents into your testimony?**

14 A. Yes. I would like to incorporate by reference the Company’s application and exhibits
15 previously filed with this Commission.
16

17 **Q. Has the Company registered to do business in South Carolina?**

18 A. Yes, the Company was issued a Certificate of Authorization on September 2, 2020. This
19 document was attached to the Application.

1 **Q. Is the Company certificated by any other State or Federal Agencies to provide**
2 **Household Goods moving services or any other transportation services?**

3 A. The Company has obtained Federal authority to provide household goods moving
4 services, and does not hold any additional intrastate authority to provide household goods
5 moving services. However, the Company's affiliate, Armstrong Transfer & Storage Co.,
6 Inc. holds authority to conduct intrastate moves in Virginia, North Carolina and South
7 Carolina, and also perform interstate moves. In addition, as mentioned above, the
8 Armstrong Relocation companies hold various intrastate and interstate authorities across
9 the country.

10
11 **Q. Please describe the transaction that is the subject of this Docket.**

12 A. The Company entered into a Purchase Agreement dated as of November 23, 2020
13 ("Purchase Agreement") through which the Company purchased certain assets from Cook
14 and its owners. These assets included rolling stock, trucks, moving equipment, storage
15 vaults, and a customer list. Among the assets that were transferred pursuant to the
16 Purchase Agreement was the Certificate. However, as shown in an exhibit to the
17 Application, the Certificate was "assigned a value of zero" in the Purchase Agreement. In
18 other words, the Certificate was not transferred in exchange for "money, goods, services,
19 or any other thing of value."

1 **Q. Were household goods services offered and provided to the public in the 12 months**
2 **prior to the date of the Application in this Docket?**

3 A. Yes. As shown by the bills of lading filed as exhibits to the Application, Cook was
4 offering and providing intrastate household goods moving services during the 12 months
5 prior to the filing of the Application in January of 2021.
6

7 **Q. Is the Company familiar with the South Carolina laws and regulations governing**
8 **intrastate household goods movers in South Carolina?**

9 A. Yes. As mentioned above, I have been involved in the household goods moving business
10 full time since 1998, and Armstrong Transfer has become familiar with those laws and
11 regulations as a carrier certificated by this Commission. In addition, Armstrong Transfer
12 has become familiar with similar laws and regulations applicable to its intrastate
13 operations in Virginia and North Carolina, as well as its interstate operations. Finally, the
14 Armstrong Relocation companies understand the nature of legal and regulatory
15 requirements by virtue of their operation across the United States.
16

17 **Q. Will the Company agree to comply with all South Carolina laws, regulations and**
18 **rules applicable to household goods carriers?**

19 A. The Company will do so.
20

21 **Q. Are there any judgments outstanding against the Company?**

22 A. No there are not.

1 **Q. How many employees does the Company currently have?**

2 A. The Applicant typically has between 12 and 18 employees, based upon the seasonal
3 nature of moving. Armstrong Transfer has 25 employees.
4

5 **Q. What kind of training do your employees receive?**

6 A. The Company uses training videos for moving and handling that have been provided by
7 United Van Lines and the American Moving and Storage Association (AMSA). We do
8 highway safety and OSHA training provided by United Van Lines.
9

10 **Q. Have any employees or drivers of the Company received any additional**
11 **certifications?**

12 A. A number of our drivers hold Class A, B, or C Commercial Drivers' Licenses.
13

14 **Q. Describe the financial condition of the Company.**

15 A. The Company submitted a balance sheet as an Exhibit to the Application to show it has
16 the financial resources to operate successfully as a household goods moving company in
17 South Carolina. In addition, attached hereto as **Exhibit One** is a balance sheet for the
18 first quarter of 2021. As set forth therein, the Company has cash resources to support its
19 operations.
20

21 **Q. Does the Company have access to additional capital if necessary?**

22 A. Yes it does. The Company holds a line of credit with \$350,000.

1 **Q. Is the Company careful and safe in conducting moves?**

2 A. Yes we are. With access to skilled personnel, professional equipment, and over 74 years
3 of moving experience, The Armstrong Relocation companies expertly perform
4 relocations for individuals, families, businesses, universities, and government agencies.
5 The Armstrong companies' staff consists of carefully selected professional managers and
6 move coordinators, who direct each part of a move from start to finish. The Armstrong
7 Relocation companies use the most highly qualified drivers in the industry, experienced
8 packers, and specialized service technicians to get the job done right.
9

10 **Q. Describe the Company's facilities.**

11 A. The Company leases a 35,000 square foot concrete warehouse in an industrial park in
12 North Charleston. This facility includes approximately 2,500 square feet of office space.
13 This facility also has approximately 400 residential storage vaults.
14

15 **Q. How many trucks does the Company own and operate?**

16 A. Please see the equipment list attached to the Application. The Company owns several
17 trucks purchased from Cook, and has purchased an additional truck.
18

19 **Q. Will you mark your trucks with the Company's SC ORS Number?**

20 A. Yes we will.
21

22 **Q. Do your vehicles receive regular inspections?**

23 A. Yes they do.

1 **Q. Will the Company operate under the Commission’s insurance requirements?**

2 A. Yes it will. The Company has obtained liability and cargo insurance in the amounts
3 required by this Commission and its Certificate of Liability Insurance form was attached
4 to the Application.

5
6 **Q. Why would granting this application be good for South Carolina?**

7 A. Commission approval of the matters described in the Application is in the public interest.
8 Grant of Cook’s request to transfer the Certificate as described herein will increase
9 competition for household goods moving services within the State of South Carolina.

10

11 **Q. Does this conclude your testimony?**

12 A. Yes it does.

CO CH ARMSTRONG RELOCATION COMPANY, CHARLESTON

MARCH 2021

PAGE

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COMPANY

COMPARATIVE BALANCE SHEET

THIS YEAR

LAST YEAR

INC/DEC

PCT

ASSETS

CURRENT ASSETS

1011-00002	SOUTHSTATE BANK	110,012.94	.00	110,012.94	.00
	TOTAL CURRENT ASSETS	110,012.94	.00	110,012.94	.00

OTHER CURRENT ASSETS

1131-00000	ACCOUNTS RECEIVABLE- CUSTOMERS & INTERLN	139,371.20	.00	139,371.20	.00
1135-00000	ACCOUNTS RECEIVABLE - OTHER	20,770.47	.00	20,770.47	.00
1141-00001	PREPAID TAXES & LICENSES	2,850.00	.00	2,850.00	.00
1145-00000	SECURITY DEPOSITS	5,051.57	.00	5,051.57	.00
1145-00001	SECURITY DEPOSIT-TLC PROPERTY HOLD	18,958.00	.00	18,958.00	.00
1151-00001	MATERIALS & SUPPLIES	3,968.68	.00	3,968.68	.00
	TOTAL OTHER CURRENT ASSETS	190,969.92	.00	190,969.92	.00

TANGIBLE PROPERTY

1221-00000	REVENUE EQUIPMENT	52,000.00	.00	52,000.00	.00
1222-00000	ACCUMULATED DEPRECIATION-REVENUE EQUIP	2,799.90-	.00	2,799.90-	.00
1223-00000	SERVICE CARS AND EQUIPMENT	30,500.00	.00	30,500.00	.00
1224-00000	ACCUMULATED DEPRECIATION-SERV CARS/EQUIP	1,524.96-	.00	1,524.96-	.00
1235-00000	FURNITURE AND OFFICE FIXTURES	52,075.00	.00	52,075.00	.00
1236-00000	ACCUM DEPREC FURNITURE & OFFICE FIXTURES	2,367.96-	.00	2,367.96-	.00
1237-00000	MISCELLANEOUS EQUIPMENT	65,425.00	.00	65,425.00	.00
1238-00000	ACCUMULATED DEPRECIATION-MISC EQUIPMENT	3,271.11-	.00	3,271.11-	.00
	TOTAL TANGIBLE PROPERTY	190,036.07	.00	190,036.07	.00

DEFERRED CHARGES

1551-00003	CLEARING ACCOUNT - FIXED ASSETS	2,349.30	.00	2,349.30	.00
1551-05506	CLEARING ACCOUNT- COMDATA	2,043.25-	.00	2,043.25-	.00
	TOTAL DEFERRED CHARGES	306.05	.00	306.05	.00
	TOTAL ASSETS	491,324.98	.00	491,324.98	.00

COMPANY

COMPARATIVE BALANCE SHEET

		THIS YEAR	LAST YEAR	INC/DEC	PCT
LIABILITIES AND EQUITY					
CURRENT LIABILITIES					
2031-00000	ACCOUNTS PAYABLE-OFFICERS, STCKHLDRS, EMPL	1,663.43	.00	1,663.43	.00
2034-00000	ACCOUNTS PAYABLE-OTHER	32,278.73	.00	32,278.73	.00
2041-00005	ACCRUED PAYROLL EXPENSE	4,229.63-	.00	4,229.63-	.00
	TOTAL CURRENT LIABILITIES	29,712.53	.00	29,712.53	.00
OTHER CURRENT LIABILITIES					
2131-00001	WAREHOUSE INSURANCE	514.68	.00	514.68	.00
2161-00001	LINE OF CREDIT-SOUTH STATE	275,000.00	.00	275,000.00	.00
2161-00010	S/T LOAN-SOUTH STATE	53,076.23	.00	53,076.23	.00
	TOTAL OTHER CURRENT LIABILITIES	328,590.91	.00	328,590.91	.00
LONG-TERM DEBT					
2331-00010	L/T NOTE-SOUTH STATE	135,350.57	.00	135,350.57	.00
	TOTAL LONG-TERM DEBT	135,350.57	.00	135,350.57	.00
ESTIMATED LIABILITIES					
2511-05512	EST LIAB TAVORIS ARNOLD	800.00	.00	800.00	.00
	TOTAL ESTIMATED LIABILITIES	800.00	.00	800.00	.00
	TOTAL LIABILITIES	494,454.01	.00	494,454.01	.00
	TOTAL YEAR TO DATE PROFIT	3,129.03-	.00	3,129.03-	.00
	TOTAL LIABILITIES AND EQUITY	491,324.98	.00	491,324.98	.00

CO CH ARMSTRONG RELOCATION COMPANY, CHARLESTON

		COMPANY	COMPARATIVE BALANCE SHEET			
			THIS YEAR	LAST YEAR	INC/DEC	PCT
	ASSETS					
1000	CURRENT ASSETS		110,012.94	.00	110,012.94	.00
1100	OTHER CURRENT ASSETS		190,969.92	.00	190,969.92	.00
1200	TANGIBLE PROPERTY		190,036.07	.00	190,036.07	.00
1500	DEFERRED CHARGES		306.05	.00	306.05	.00
	TOTAL ASSETS		491,324.98	.00	491,324.98	.00

COMPANY

COMPARATIVE BALANCE SHEET

		THIS YEAR	LAST YEAR	INC/DEC	PCT
	LIABILITIES AND EQUITY				
2000	CURRENT LIABILITIES	29,712.53	.00	29,712.53	.00
2100	OTHER CURRENT LIABILITIES	328,590.91	.00	328,590.91	.00
2300	LONG-TERM DEBT	135,350.57	.00	135,350.57	.00
2500	ESTIMATED LIABILITIES	800.00	.00	800.00	.00
	TOTAL LIABILITIES	494,454.01	.00	494,454.01	.00
	TOTAL YEAR TO DATE PROFIT	3,129.03-	.00	3,129.03-	.00
	TOTAL LIABILITIES AND EQUITY	491,324.98	.00	491,324.98	.00